

COCHIN PORT TRUST

Office of the
Sr Welfare Officer
Cochin-09
Dated:05.08.2021

No.SWO/RED-PGRM/2021/S

C I R C U L A R

Sub: Grievance Redressal Mechanism in Cochin Port Trust.
Ref: GAD Circular No. SWO/RED-PGRM/2019/S dt. 04-07-2019

Vide Circular referred to above Cochin Port Trust had issued Guidelines and Procedures for disposal of grievances on the basis of the directions issued by Govt. of India. Now, Department of Pension & Pensioners Welfare vide DO letter dt. 19-04-2021, has requested to resolve the grievances of pensioners within the prescribed time limit and also adhere to the expected quality of disposal. As the Department of Administrative Reforms and Public Grievances (DARPG), Govt. of India, vide OM dt. 22-06-2021, has revised the timeline for processing of grievances, the revised guidelines for processing grievances are given below for strict compliance by all Departments in Cochin Port Trust.

I. Grievance Officers

- i. The Secretary, Cochin Port Trust is designated as the Director of Public Grievances. Employees can meet the Secretary in her chamber every Monday 4 PM onwards and present his/her grievance personally.
- ii. The Dy HoDs/Senior level Officer will act as Grievance Officer for the Department and attend to the Grievances. All HoDs are requested to nominate Dy. HoDs/Senior Officer as Grievance Officer, for strict compliance of Grievance Redressal Mechanism under intimation to this office. Employees can meet the concerned Dy. HoD/Sr level Officer in their chamber on any day from 4 PM onwards.
- iii. Complaints/ suggestion boxes should be placed at prominent places in each department to receive the grievances/complaints and the boxes should be checked on weekly basis for grievances if any and the records maintained in the registers concerned.
- iv. Suitable boards displaying details of Grievance Officer may be displayed in all departments.

II. Procedure/Timelines for processing Grievances

- i. A grievance may be acknowledged immediately/within 3 working days of receipt. The CPGRAMS grievances shall be resolved promptly as soon as they are received and maximum within 45 days. In case redressal is not possible within the prescribed time-frame due to the circumstances beyond the control such as sub-judice matters/ policy issues/ etc., an interim reply shall be given to the citizen.
- ii. Grievance received from pensioners shall also be examined and replied as per the above timelines.
- iii. The grievances under Covid-19 category shall continue to be taken up on high priority and resolved maximum within 3 days.
- iv. At the time of final redress, the complainant should be provided with the following information by the officer responsible for redress of the grievances.
 - (a) Action taken for redress
 - (b) If not satisfied with the redress action, avenues for pursuing the matter further.
- v. Grievance received by the Departments may be analysed periodically at a designated senior level Officer to identify grievance prone areas of the Departments to adopt systematic changes to eliminate the causes of grievances.

III. Maintenance of Register

Grievance Register as per the format attached should be maintained by all the departments. All grievances directly received by Grievance officer, those received in complaint boxes, those received from Chairman/Secretary and those received through CPGRAMS portal and forwarded through office of the SWO, should be entered in the register. The register should be verified by Grievance Officers on monthly basis.

IV. Submission of Quarterly Statement and Monthly Statement

All Departments should continue to submit the quarterly statement and also monthly statement of grievances to Sr. Welfare Officer, GAD, before 10th of every month in the format enclosed.

Encl:01


SR. WELFARE OFFICER

Copy to: All HODs/ Dy.HODs (Grievance Officer) for strict compliance of
" Grievance Redressal Mechanism.
" PS to Chairman / PS to Dy.Chairman / PA to Secretary

